

Learn the LINGO

Improve your dynamic leadership by using the “right” words while dealing with conflict. See how many of the following definitions you can match to the correct terms. Type the letter of the definition in the space next to each term.

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| _____ 1. Active listening | a. A controversy or disagreement. |
| _____ 2. Bias | b. A result that logically follows an action. |
| _____ 3. Brainstorming | c. Working together toward a common purpose. |
| _____ 4. Collaboration | d. A process of responding to diversity and conflict with tolerance, imagination, and flexibility. |
| _____ 5. Conflict | e. A communication method in which the listener uses body language and verbal clues to demonstrate to the speaker that he or she is being heard. |
| _____ 6. Conflict resolution | f. A storm of ideas created by a group thinking together. |
| _____ 7. Consequence | g. Using communication skills and creative thinking to develop voluntary solutions that are acceptable to those involved in a conflict. |
| _____ 8. Cooperation | h. A preconceived opinion about something or someone; may be positive or negative. |
| _____ 9. Negotiation | i. Freedom from disagreement or quarrels |
| _____ 10. Peace | j. A way of working together to seek solutions that satisfy all people involved. |
| _____ 11. Compromise | k. Reaching agreement by each side making concessions or giving up some demands. |

Source: Adapted from *Conflict Resolution Education* (Washington, DC: U.S. Department of Justice and U.S. Department of Education, 1996).

